

APPENDIX A

Resources Available to Consumers

State Licensure/Complaints

The Wisconsin Bureau of Quality Assurance (BQA) is responsible for monitoring care offered by 44 different types of health and community care providers, including hospitals, nursing homes, and home health agencies. The Bureau carries out its responsibilities through state code development, on-site surveys, complaint investigations, and enforcement.

Contact: Bureau of Quality Assurance
Division of Disability and Elder Services
PO Box 2969
Madison WI 53701-2969
Telephone: (608) 266-8481
TDD#: (608) 266-7376

Regional Offices:

Southern Regional Office
2917 International Lane, Suite 210
Madison WI 53704-3135
FAX: (608) 243-2389

Southeastern Regional Office
819 N. 6th Street, Room 609B
Milwaukee WI 53203-1606
FAX: (414) 227-4139

Northeastern Regional Office
200 N. Jefferson Street, Suite 211
Green Bay WI 54301-5182
FAX: (920) 448-5254

Northern Regional Office
1853 N. Stevens Street
Rhineland WI 54501-1246
FAX: (715) 365-2815

Western Regional Office
610 Gibson St., Suite 501
Eau Claire WI 54701
FAX: (715) 836-2535

Regional Field Operations Director:

Pat Virnig (Interim)
(608) 243-2374

Katherine Friend
(414) 227-4908

Joanne Powell (Interim)
(920) 448-5249

Joanne Powell
(715) 365-2802

Joe Bronner
(715) 836-4753

Long Term Care Ombudsman

The Board on Aging and Long Term Care (BOALTC) operates the Wisconsin ombudsman program. Ombudsman staff employed by BOALTC are housed in six offices throughout Wisconsin and perform the following functions: investigate improper treatment of elderly or disabled persons receiving long-term care; monitor development of federal, state and local laws relating to long-term care; and promote public awareness and voluntary acts to resolve problems and improve conditions involving long-term care.

Contact: Board on Aging and Long Term Care
1402 Pankratz Street, Suite 111
Madison WI 53704
Toll Free: 1(800) 815-0015

Medicaid Fraud and Abuse Unit

The Medicaid Fraud Control Unit (in the Wisconsin Department of Justice) investigates allegations of Medicaid fraud or abuse.

Contact: Medicaid Fraud Control Unit
Department of Justice
P.O. Box 7857
Madison WI 53703
Telephone: (608) 266-9222

State Bureau of Aging and Disability Resources

The Bureau of Aging and Disability Resources is a unit of the Division of Disability and Elder Services, Wisconsin Department of Health and Family Services. The Bureau of Aging and Disability Resources is the single state agency responsible for implementing Title III of the Federal Older Americans Act, oversees a county aging network, and promotes public policies to help older people.

Contact: Bureau of Aging and Disability Resources
1 W. Wilson St., Room 450
Madison WI 53703
Telephone: (608) 266-2536

Disability Rights Wisconsin

Disability Rights Wisconsin (formerly the Wisconsin Coalition for Advocacy) is the designated protection and advocacy agency for persons with developmental disabilities and mental illnesses. This agency provides statewide help and advocacy for a variety of disability-related issues and resident rights issues.

Contact: Disability Rights Wisconsin
16 N. Carroll Street, Suite 400
Madison WI 53703
Telephone: (608) 267-0214 (Madison)
1(800) 928-8778 (Toll-free Madison office)
(414) 773-4646 (Milwaukee)
1(800) 708-3034 (Toll-free Milwaukee office)

Coalition of Wisconsin Aging Groups (CWAG) Elder Law Center

The CWAG Elder Law Center is a source of legal services and resources to Wisconsin's older citizens. It provides individual and group representation, advocacy, training and consumer and professional education with an emphasis on elder law issues affecting low-income frail, vulnerable and isolated elderly. The CWAG Elder Law Center has specific expertise in issues of public benefits, income security and long term care financing, substitute decision making alternatives, guardianship and elder abuse.

Contact: Coalition of Wisconsin Aging Groups Elder Law Center
2850 Dairy Drive, Suite 100
Madison WI 53718
Telephone: (608) 224-0606
Toll Free: 1-800-488-2596